HEALTHY START NEW ORLEANS

Title: Case Manager FLSA: Non-Exempt Work Status: Full Time

Supervisor: Social Services and Healthcare Manager

Revised Date: November 2011

DUTIES AND RESPONSIBILITIES:

- 1. Conduct client home visits, prenatal, postpartum, mental health and/or newborn assessments for well clients
- 2. Complete client intake procedures, data entry and documentation of case management services
- 3. Teen Male Involvement and Bilingual Case managers plan and facilitate/co-facilitate parenting, prenatal and/or Support Groups to clients as scheduled.
- 4. Refer clients to and advocate for clients to ensure they receive appropriate benefits and/or services and facilitate client entry and linkage to professional services.
- 5. Attend team meetings, staff meetings, educational training sessions and health fairs as directed
- 6. Ensure all necessary information is thorough and accurate, all documents and evaluations are in the chart after each contact with the client
- 7. Develop or assists in the development of additional community resources as indicated by the needs of the clients
- 8. Schedule and completes contact with clients and coordinate services and conduct reassessment activities when indicated by clients' needs or lack of progress in achieving desired outcomes
- 9. Facilitate discharge and/or transition from service systems and assigned client levels
- 10. Provide weekly activity reports describing job related activities insofar as they tie into data indicators
- 11. Provide the provision for nutritional supplements, contraceptives, pre/post natal care, personal care, and baby items on an as needed or incentive basis with the Program Director, Community Relations Director, Administrative Personnel coordinator and Operations Manager.
- 12. Maintain knowledge of application rules, regulations, policies, laws and guidelines that impact personnel and administrative issues for the city and HSNO; develop internal controls that promote adherence to applicable state/federal laws, and program requirements; and seek advice and guidance as necessary to ensure proper understanding
- 15. Provide excellent customer service for both internal and external customers; approach all encounters with a warm, professional greeting and assists to problem solve whenever necessary; and recognizes when an issue needs further attention from a supervisor and inform management so that the problems can be addressed in a timely manner
- 16. Additional duties, as needed

My signature below indicates that I have read and understand my duties as outlined.		
Printed Name of Case Manager	Signature	Date